



# Pembroke Post

Pembroke House Surgery, 226-268 Torquay Road, PAIGNTON — 01803 553558 — enquiries.pembrokehouse@nhs.net

ISSUE 2

MARCH 2017

## MAKING AN APPOINTMENT

Our appointment system is under constant review, and many changes occur behind the scenes. We try to place your appointment in the right place, especially so that urgent calls are dealt with first.

For this to work well, we need some information from you about your call. Please be prepared to give the receptionist a few details so we can put your call in the right place. Of course you can still keep the information private but we cannot give any priority to these calls.



In view of the winter pressures we have been operating a "Doctor of the Day" to handle all the acute calls and route them appropriately. On our busiest day we received 450 calls.

Please try to avoid Mondays unless your call can't wait as you are more likely to get through on another day.

## Ordering your prescription by telephone

We have listened to those of you who have asked about ordering prescriptions by phone.



As a result there will now be a dedicated prescription line—01803 546461—open between 11am and 3pm.

You will be able to speak to a member of our prescription team.

(Calls will not be taken outside these times).

Our aim is to streamline your prescription request.

Please have ready a note of the items you wish to

request and where you want the prescription sent.

[Remember -- Mondays are our busiest day – your request will be managed quicker on any other day].

If your prescription is a regular one, don't forget the best way to order is to use our on-line service.

TELEPHONE 01803 546461 BETWEEN 11AM—3PM



### ... or order online 24 hours a day!

Sign up to patient access and you can order repeat prescriptions, book routine telephone appointments, cancel appointments & view a summary of your medical record.

*"I have signed up to patient access, it is really easy, I would definitely recommend it"*

Mrs MB, Age 74

**Patient access is available to download as an app on iOS and android mobile phones and iPads and WE CAN HELP YOU SET IT UP!**

**BRING YOUR IPAD/IPHONE/ANDROID PHONE** (along with your apple ID and password or any other password you may need to download an app) **ALONG TO PEMBROKE HOUSE SURGERY ON FRIDAY 31ST MARCH 2-5pm**



<https://patient.emisaccess.co.uk>



# New Doctors and Nurses

Our team of Doctors – and Nurses - has increased to meet the growing demand. Our complete list is

<b>GPs</b>	<b>GPs cont'd</b>	<b>Foundation Dr</b>	<b>Nurses</b>	<b>Nurses cont'd</b>
Dr Will Howitt	Dr Yvette Steele	Abigale Sullivan	Pauline Giddings	Julie Hughes
Dr Andrew Thornton	Dr Nicky Gee		Ali Tickner	Maisie Perry
Dr Chris Hunt	Dr Victoria Lanary	<b>Nurse Practitioners</b>	Lisa Perry	<b>Assistant Practitioner/HCA</b>
Dr Phil Green	Dr Sarah Parkin	Corli Stanford	Cheryl Williams	Helen Critchlow
Dr Helen Bishop	Dr Helen Burlington	Andrew Holmes	Nicky Baldwin	Wendy Harvey
Dr Ginny Cunliffe	<b>Registrars</b>	Erica Holmes	Sarah Smith	Sam Scott
Dr Bethany Beddoes	Chris Stamp-Vincent		Vicki France	Rita Lovell
Dr Katharine Jaeschke	Julia Brice		Michelle Wykes	Alex Taylor

With so many new staff members you may feel a bit lost if you can't always see the same person.

To try to address this we have formed ourselves into working teams so that, when your case is particularly complex, you can see anyone of a smaller team who will know your case.

This does not mean you are prevented from seeing any doctor of your choice.



## EASTER OPENING HOURS



Thursday 13th April	Normal Opening Hours	
Friday 14th April	Good Friday	Closed
Saturday 15th April	Normal Opening Hours	
Sunday 16th April	Easter Sunday	Closed
Monday 17th April	Closed	
Tuesday 18th April	Normal Opening Hours	



## CONTACT DETAILS



Moved address?  
New email address?  
Have a new mobile phone?

## BUILDING WORK AT PEMBROKE



If you have visited the surgery this month you will have seen the extensive building work to prepare for the absorption of the Grosvenor road facility after it closes in May.

We hope you will be impressed with the new building which will allow all our service (and some more) to be provided on one site.

